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**BY E-MAIL AND WEB POSTING**

November 18, 2010

**To: All Licensed Electricity Distributors  
All Natural Gas Distributors  
All Participants in Consultation Process EB-2008-0150**

**Re: LEAP Program Manual**

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The Ontario Energy Board has posted today on its website the “2011 LEAP Emergency Financial Assistance Program Manual” (the “LEAP Manual”). The LEAP Manual was developed by the Board’s Financial Assistance Working Group, and is intended to guide the implementation and delivery of LEAP emergency financial assistance.

As set out in the *Report of the Board: Low Income Energy Assistance Program*, issued in March 2009, the Board believes that low-income energy assistance should be a consistent program across the province and one where low-income energy consumers have access to similar services irrespective of the distributor that serves them.

To that end, the Board supports the LEAP Manual as it is consistent with the Board’s policy and principles regarding assistance to low-income energy consumers. The Board encourages all distributors and their social agency partner(s) to adhere to the LEAP Manual to ensure consistent delivery of LEAP emergency financial assistance across Ontario.

Questions relating to this letter should be directed to [market.operations@oeb.gov.on.ca](mailto:market.operations@oeb.gov.on.ca). The Board’s toll free number is 1-888-632-6273.

Yours truly,

*Original Signed By*

Kirsten Walli  
Board Secretary